

RFP-2015-132
Department of Revenue Administration
Revenue Information Management System
Business Requirements Development
QUESTIONS & ANSWERS - VENDOR TELECONFERENCE
6-24-2015

STATE OF NEW HAMPSHIRE

DEPARTMENT OF REVENUE ADMINISTRATION
109 PLEASANT STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 1 TO RFP INVITATION # 2015-132

PROPOSALS DUE: **JULY 17, 2015 4:30 pm**

FOR: **REVENUE INFORMATION SYSTEM (RIMS) BUSINESS REQUIREMENTS DEVELOPMENT**

CONTACT: **Roger Marchand**
TEL. NO.: **(603) 230-5074**

BIDDER _____ ADDRESS _____

BY _____

(this document must be signed)

_____ TEL. NO. _____

(please type or print name)

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	RFP SECTION	QUESTION	ANSWER
1.	Page 8, section 1.1	States that the awarded vendor will not be allowed to participate in the follow-up implementation RFP. Will the implementation RFP be separate from the RIMS software RFP or will they be procured together?	No they will not be procured simultaneously. This RFP 2015-132 is for Business Requirements development. The follow-up Deliverable RFP will be for procurement, implementation and operations of the software solution
2.	General	Does Department Of Revenue Administration have a desired timeline for the implementation of a new Revenue Information Management System?	This RFP 2015-132 is for services to develop business requirements/RFP for the new Revenue Information Management System (RIMS). A deliverable under this RFP is a Request for Proposal (“Deliverable RFP”) to procure a new Revenue Information System. A timeframe for implementation of the new RIMS has not been determined.
3.	General	Does Department Of Revenue Administration plan to release solicitations for any additional services, such as independent verification and validation?	That has yet to be determined.
4.	Page 8, section 1.1	If we’re selected to do the business requirements development, can we still be selected to do the application modernization project? If we do the assessment, are we eligible to be a subcontractor to the next phase of implementation?	No, if you are selected to do the requirements development in RFP 2015-132 you will NOT be allowed to participate in the application modernization project. This includes the prime vendor and any subcontractors. That is detailed on Page 8, section 1.
5.	Section 1.2 Contract terms	Section 1.2 Contract terms states that the assessment work commences on Sept 2015 and extends through July 2017. Are you thinking it will take 2 years to develop the business requirements?	No. We anticipate the Deliverable RFP to be developed within a twelve month period.

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6.	General:	Does the State have an expected level of effort for the Business Requirement Development? For example, does the State have a ball-park idea of the number of key stakeholder interviews that should be conducted? Or, does the State have an estimate of person hours necessary to conduct this effort?	The State’s level of effort will include interviewing the seven groups within the Department of Revenue. There will be two to three group members for each group. Within the Department of Information Technology meetings may need to be held with three divisions for specific technical discovery. Meetings may need to be held with the Financial Data Management Division of the Department of Administrative Services for revenue processing.
7.	General:	In addition to interviewing State employees, will we be able to conduct interviews of current contractors? For example, for security requirements, may we interview the incumbent contractors providing vulnerability scanning and penetration testing services?	There are no additional contractors involved.
8.	(See Deliverables Vendor Response Checklist, page 37, Ref # 18 and #19)	Has the State already determined, perhaps informally, it should be selecting an application to replace the current system? (See Deliverables Vendor Response Checklist, page 37, Ref # 18 and #19)	No
9.	General:	Have funds for this engagement already been allocated? If so, could the State share the amount allocated for this engagement? Is there a maximum dollar amount for this Project?	Yes, we have funds allocated. We will not be sharing the budget.
10.	General:	Will the State provide a list of attendees or vendors attending the Vendor Conference Call? If not, will you post the number of vendors that attended?	Unfortunately, we are not allowed to share this information.
11.	Section 1, para 1:	Are there requirements already defined? If so, can they be shared with bidders?	No

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12.	Section C-1, para 1:	Please provide examples of current TIMS functionality and additional enhancements under consideration for 1) Technology, 2) Core Application, 3) Financial, 4) Reporting and other outputs, 5) Collections and 6) Audit to help us better understand the scope of the engagement and RFP and assist in developing our proposal.	The purpose of this RFP 2015-132 is to develop requirements for the functionality and enhancements that should be considered in the new RIMS. We believe that Section C-1 addresses these points. Additional information will be provided during the Research Phase of the Project once the selected vendor is under contract with the State.
13.	Section C-1, para 1:	Are vendor selection activities in scope for this project?	No, the Department of Revenue will handle the vendor selection process.
14.	Section C-1, para 1:	Are enhancements and/or replacement of other applications/processes to be included in the scope of work?	This RFP 2015-132 is for services to develop business requirements/RFP for the new Revenue Information Management System (RIMS). A deliverable under this RFP is a Request for Proposal (“Deliverable RFP”) to procure a new Revenue Information System.
15.	Section C-3 Table C-3:	Is the scope of the RFP confined to a replacement or upgrade to the TIMS Core application? Or does the scope expand to the pre-processing of taxpayer information and transactions prior to posting files to the TIMS application? Is the scope of the RFP confined to a replacement or upgrade to the TIMS Core application? Or does the scope expand to the pre-processing of taxpayer information and transactions prior to posting files to the TIMS application?	<p>This RFP 2015-132 is for services to develop business requirements/RFP for the new Revenue Information Management System (RIMS). A deliverable under this RFP is a Request for Proposal (“Deliverable RFP”) to procure a new Revenue Information System.</p> <p>The scope of the Deliverable RFP shall be all inclusive of the business users requirements.</p>

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16.	Section C-3 Table C-3:	Is it the intent of the State to concentrate the focus of the RFP on the software applications only or is the RFP to include hardware requirements, enhancements and upgrades as well?	<p>This RFP 2015-132 is for services to develop business requirements/RFP for the new Revenue Information Management System (RIMS). A deliverable under this RFP is a Request for Proposal (“Deliverable RFP”) to procure a new Revenue Information System.</p> <p>Yes, the deliverable RFP of this initiative will include hardware enhancements/upgrades as required.</p>
17.	Section C-3 Table C-3:	Does the State wish to issue a single RFP or might you consider issuing multiple RFPs, each addressing a specific application area?	<p>This RFP 2015-132 is for services to develop business requirements/RFP for the new Revenue Information Management System (RIMS). A deliverable under this RFP is a Request for Proposal to procure a new Revenue Information System.</p> <p>DRA currently envisions releasing a single RFP for the acquisition and implementation of the new RIMS, however the approach will be determined based upon the Research Phase of the Project.</p>
18.	General:	Has the State entertained proposals from any vendors for enhancements or replacement to the TIMS application?	No
19.	Appendix A, para A-1	Can you briefly describe what are the expectations of the following departments from this RFP (Administration, Audit, Collections, Document Processing, Municipal and Property)?	DRA expects that the Vendor selected will meet via teleconference or (similar technology) with each of the DRA Divisions and other stakeholders. DRA requires that the selected vendor hold the following meetings on-site Kick-off meeting/ In person stakeholder meeting and any others that need to be listed. Others may be conducted remotely.

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20.	Section C-3 Table C-3:	Is it the intent of the State for the RFP, in addition to addressing TIMS, to address upgrades, replacements and/or enhancements in any of the following departments: Administration, Audit, Collections, Document Processing, Municipal and Property?	This RFP 2015-132 is for services to develop business requirements/RFP for the new Revenue Information Management System (RIMS). A deliverable under this RFP is a Request for Proposal to procure a new Revenue Information System. The RIMS system requirements, upgrades, enhancements, and replacement of some existing systems used by these Divisions may be included in the Deliverable RFP.
21.	Section C-3 Table C-3	What do you expect for content in the column marked “Explain how your solution meets the requirements”. Is this where we should include our narrative for the work plan or may we refer to the appropriate section of our work plan here?	A short comment may be included in this column. If you choose, you may include a reference in the column to the appropriate section of your proposal response.
22.	General	Does the Department have a target date goal for publishing the RFP? If that date is prior to the July 2017 contract end date, can the Department elaborate on services that may be requested of the selected vendor after the RFP publication date? (i.e., Will the Department require assistance throughout the procurement process, including contract negotiations? Will the Department require project management assistance once an award has been made for the replacement/upgraded system?)	DRA plans to issue the Deliverable RFP after July 1, 2017. The Department of Revenue will handle the procurement process and vendor negotiations.
23.	Appendix C, Section C-1: Scope of Work	Scope of Work indicates that all but two Divisions are currently using the current TIMS system. Please clarify that it is the Department’s intent for the replacement/upgraded system to be used by all five divisions.	Yes. All Divisions will be using the new system.

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24.	Appendix C, Section C-1:	Can the Department provide an estimate regarding the number of systems with which the replacement/upgraded system will interface?	DRA currently believes that two interfaces will be required; one for the State’s Infor financial system and one for Document Imaging and Electronic Remittance. However this assessment is subject to change based on the results of the Research Phase of the Project.
25.	Appendix C, Section C-3 Deliverables	Deliverables provides a table of “Activities, Deliverables, Milestones”. This table is replicated in Appendix F, Section F-1 Deliverable Payment Schedule Can the Department please verify that each of the items in these tables (regardless of whether they are activities, deliverables or milestones) is considered a “deliverable” from a payment perspective?	Yes, they are considered deliverables from a payment perspective. Addendum 2 will reflect a new Deliverables Payment Table with payment points identified.
26.	Appendix C, Section C-3 Deliverables	Can the Department please categorize each of the items in these tables by Activity, Deliverable, Milestone (if relevant to pricing)?	Yes, same as above.
27.	Appendix C, Section C-3 Deliverables	Can the Department please elaborate on the intent of “Item #5 – In person stakeholder meeting”; is this intended to be different from “Item #1 – Conduct project kick-off meeting”?	Deliverable #1 Kickoff Meeting is attended by Agency leadership and selected key Vendor personnel to determine Project governance and expectations. Deliverable #5 In Person Stakeholder Meeting is a kickoff session with stakeholders and Vendor staff to introduce the Research Phase of the Project.
28.	Appendix C, Section C-3 Deliverables	Can the Department please elaborate on the type of content expected in “Item #3 – Daily stakeholder outreach/interview progress report”? Additionally, is this report only required during the Research phase of the project?	This report is a status update via email to update contacts, meetings, and follow-up steps. The State would like to track who has been interviewed, any plans to follow-up with them, and the schedule for future interviews.

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29.	Appendix C, Section C-3 Deliverables	Can the Department please describe the approval process (for payment purposes) of the activities that are not clearly deliverables (i.e., “Non-Software” items).	Addendum 2 will include new language regarding the review and acceptance of Written and Non-software Deliverables.
30.	Appendix C, Section C-3 Deliverables	Is it the Department’s intent that the Research phase results in a written deliverable, or simply be used to inform the development of requirements and the RFP?	Deliverable #17 is a final written report that will include the results of the Research Phase of the Project. A component of the report will include the RIMS requirements that will be used to develop the Deliverable RFP.
31.	Appendix C, Section C-3 Deliverables	Is the “final report” referenced in “Item #17 – Delivery of final report” a revised version of the report provided as “Item #14 – Provide business and technical stakeholders with proposed findings for validation prior to preliminary findings presentation”? If not, please elaborate on what the Department is requested for content in “Item #16”.	Yes, the “final report” referenced in “Item #17 – Delivery of final report” is a revised version of the report provided as “Item #14 – Provide business and technical stakeholders with proposed findings for validation prior to preliminary findings presentation.
32.	Appendix C, Section C-3 Deliverables	Please elaborate on what the Department is requesting for content in “Item #20 – Final report”. Is this report to include the recommendations regarding replacement versus upgrade, or should that recommendation be made prior to development of the RFP (i.e., as part of “Item #16 – Delivery of final report”)	Deliverables 17,18, 19 and 20 are going to be developed in a manner that will be a iterative process to identify that the selected vendor clearly defined all the current and future requirements to include the Deliverable RFP and cost model to best acquire and implement the new RIMS.
33.	4, para 4.1:	May we provide our electronic copy in PDF instead of Word?	The electronic copy must be provided to us in Microsoft Word format, Word 2003, or greater.

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34.	Section 5, para 5.3.3:	How many firms will be selected for oral interviews?	This is unknown at this time.
35.	General	Will Department Of Revenue Administration provide office space for the awarded company? If so, where will it be located? How many staff people can be accommodated in that space?	Yes. Department Of Revenue Administration office space will be provided to accommodate the RFP vendor staff. The DRA office is located at: Department of Revenue Administration 109 Pleasant Street Concord, NH 03302
36.	General	Is there a firm currently advising DRA on modernization?	No.
37.	General	Does DRA have a team or governance structure in place that would work with the awarded company?	Yes.
38.	8 – section 1.2 Contract Term	Is it your expectation that market and cost analysis, and RFP development would be included in that timeframe as well?	Yes.
39.	Page 36 Section C-3 Deliverables Tables Checklist	Would we be permitted to provide responses using heading and paragraphs for each item?	Yes.
40.	Page 37 Section C-3 Deliverables	Can DRA clarify the level of support that are looking for in Deliverable #18?	Using a template provided by the State, the selected Vendor will be responsible to complete the writing of the RFP. The Vendor will not be involved in the RFP evaluation process or negotiating of the resulting contract.

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41.	Page 39 Section E-1.2 Financial Strength	Our financial statements are rather large (over 200 pages for each year). Would DRA allow us to submit these on a CD instead of hard copies?	Yes
42.	General	If a proposal is submitted with pricing for each deliverable, how will items that are outside the scope of the proposal be handled?	If vendors wish to include optional services, outside of the defined scope of the RFP, These may be included in proposal clearly marked or in a separate section.
43.	General	The RFP indicates “Firm Fixed Price,” will RFP’s be considered if submitted with estimated total cost that include hourly breakdown for resources needed?	Yes.
44.	General	Do RFP’s need to include profiles of the actual consultants that will be on the project or will sample resources be sufficient for the purpose of the RFP?	DRA requires the submission of actual resumes. These individuals may be interviewed during the evaluation process.
45.	General	If a vendor does not win the business requirements RFP, will they be allowed to bid on the implementation project?	Yes.
46.	General	Solution for today or solution for tomorrow?	DRA seeks a forward-looking design, incorporating current industry best practices.
47.	Page 8, Section 1.2: Contract Term	The State has prescribed a 21-month period of performance. Would the State be amenable to proposals that suggest a truncated timeline, such as 9 months?	Yes the State would be amenable to having the work performed in a shorter time frame like the one you are suggesting. We will however keep the desired end date of July 2017 in the event there are questions and/or changes we need addresses.

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48.	Page 36, Section C-3: Deliverables	The State identified a period of performance starting September 2015 and ending July 2017. Does the State have desired dates for these key deliverables within the prescribed period of performance?	No other than the 9-12 month end date. We expect the vendors’ proposals to fall within the timeline previously stated and built into the Deliverable Payment Schedule Table F-1
49.	Page 36, Section C-3: Deliverables	Deliverable #3 asks for daily progress reports. Can the State provide a report format or desired information elements for this daily report? Also, does the State anticipate these reports will be submitted daily for the entire 21 month period of performance or only during specific times?	Same as Question 28: This report is a status update via email to update contacts, meetings, and follow-up steps. The State would like to track who has been interviewed, any plans to follow-up with them, and the schedule for future interviews.
50.	Page 38, Appendix D: Narrative Topics	Item #3 refers to a single candidate, in other sections of the RFP the State refers to a vendor or vendor staff. Does the state envision a single contractor supporting the effort? If not, what is the anticipated staffing level?	We expect that each Vendor will propose the resources necessary to complete the project within the required timeframe. The proposed mix of resources could range from one person who will “do it all,” to a team of people that bring different skills to the Project. However, if the vendor selected proposes a subcontractor, it is expected that the vetting of the subcontractor be the same as primary vendor.
51.	Page 40, Section E-2: Candidates for Vendor Staff Roles	Does the State require specific credentials such as PMP certification, graduate degrees, or other requirements from the vendor staff supporting this effort?	No specific credentials are required however, the State will be evaluating the experience and qualifications of the proposed staff. DRA requires the submission of actual resumes. These individuals may be interviewed during the evaluation process. In addition, the State will also be amending the RFP to include the requirement to submit a sample work product from a previous project.
52.	N/A	Does the State prefer that all project work be conducted on-site with the DRA, at the vendor’s location, or a combination?	Reference # 35 This is up to the vendor. We will provide space for the Vendor to work if they need to be housed at the State Offices. The requirement gathering should be done on-site

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